



Introducing Spectrum Mobile

Enjoy **FREE** nationwide talk and text on the nation's largest, most reliable LTE network.
All you pay for is the data you use every month.

Save
up to **40%**
on your
mobile bill**

CHOOSE THE PLAN THAT'S RIGHT FOR YOU:

UNLIMITED DATA PLAN

\$45 /LINE
MO

OR

BY THE GIG PLAN

\$14 /GB**

NO CONTRACTS

Spectrum Internet® subscription required



BEST NETWORK.

Enjoy coverage on America's
largest, most reliable LTE network.



BEST DEVICES.

Choose from the latest smartphones
from top-selling manufacturers.



BEST VALUE.

See how much you'll save
when you switch.

CALL 1-833-294-7283 or visit SpectrumMobile.com

General: Offer good through 11/30/18; subject to change; valid to qualified residential customers who have no outstanding obligation to Charter. Restrictions apply. Services not available in all areas. Spectrum Internet subscription required. Equipment, taxes and fees (including regulatory recovery fees, surcharges and other applicable charges) extra and subject to change. Pricing is subject to change. Auto-pay required. Visit Spectrum.com/policies for full terms and conditions. Actual speeds vary and aren't guaranteed.

Unlimited:** After 20 GB per line, you may experience reduced speeds for the rest of the bill cycle. For details, please refer to Spectrum.com Terms of Service/Policies, "Spectrum Residential Mobile Broadband Disclosures". Unlimited plans include up to 5 GB mobile hotspot use per line during a billing cycle, with speeds reduced down to a maximum of 600 Kbps for mobile hotspot use after 5 GB for the rest of the billing cycle for that line. *By the Gig:** With the "By the Gig" data option, you will be charged \$14.00 each month in advance for each line of Service, and get one gigabyte per line of sharable data to use among all By the Gig lines on the same account. If you use more than your initial 1GB per line data allocation among all of your lines, then you'll pay an additional \$14.00 per gigabyte, or partial gigabyte, per account on your next bill.

**Savings based on comparison of single line unlimited data plans amongst major national carriers as of 08/06/18.

Spectrum Mobile customers who disconnect all of their other Spectrum services will be charged an additional \$20.00 per-month per-line charge. Such customers will be able to access Spectrum WiFi hotspots outside the home, but Spectrum WiFi speeds will be limited to a maximum of 5 Mbps. You can change your rate plan, but you won't be able to add additional lines.

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4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0090 NO RP 22 10242018 NNNNNYNYN 01 990089

DUANE ANDERSON
913 N CHILSON ST
BAY CITY MI 48706-3501

824512307008370200175216

Account:
Security Code:

Duane Anderson
8245 12 307 0083702
9206



Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0090 NO RP 22 10242018 NNNNYNYN 01 990089



WE MEAN BUSINESS.

At Spectrum Business, we know that clear and straightforward communication is crucial to running a business. That's why we're dedicated to bringing businesses great services at great prices—no tricks, no surprises, no doublespeak.

**UNLIMITED
LOCAL AND
LONG DISTANCE**

**NOW EVEN
FASTER
SPEEDS**

What we say is what you get.

- ▶ The Fastest Internet starting speeds for the price
- ▶ Internet GIG speeds now available up to 940Mbps[†]
- ▶ Advanced Business Voice with unlimited Local and Long Distance
- ▶ 99.9% Network Reliability[§]
- ▶ No Contracts
- ▶ No Hidden Fees
- ▶ No Added Taxes

CHOOSE THE BEST PACKAGE FOR YOUR BUSINESS

100Mbps INTERNET ONLY

PACKAGE
1

FOR ONLY
\$59⁹⁹
/mo. for
one year*

No Contracts, No Hidden fees, No Added Taxes

100Mbps INTERNET & VOICE

PACKAGE
2

FOR ONLY
\$74⁹⁸
/mo. for
one year**

No Contracts, No Hidden fees, No Added Taxes

OUR BEST VALUE

400Mbps INTERNET & VOICE

PACKAGE
3

FOR ONLY
\$119⁹⁸
/mo. for
two years*** **NEW
LOW
PRICE[§]**

No Contracts, No Hidden fees, No Added Taxes

**2-Year Price Guarantee and
FREE Installation^{††}**

FOR BUSINESS SERVICES CALL 1-855-646-4454

OR VISIT BUSINESS.SPECTRUM.COM TODAY

Limited-time offer; subject to change. Qualified new business customers only. Must not have subscribed to applicable services w/ in the last 30 days & have no outstanding obligation to Charter. *Savings based on current price for Spectrum Business Internet Ultra (\$89.99/mo) vs. previous 300Mbps Internet Max pricing (\$139.99/mo). †Spectrum Business Internet GIG includes speeds up to 940 Mbps. Internet speed may not be avail. in all areas. Actual speeds may vary. Additional installation fees apply. **\$59.99/mo: Spectrum Business Internet starting speeds only for 12 mos. ***\$74.98/mo: \$44.99 Spectrum Business Internet starting speeds & \$29.99 Voice w/ one phone line a mo. when bundled for 12 mos. ****\$119.98/mo: \$89.99 Spectrum Business Internet Ultra & \$29.99 Business Voice w/ one phone line a mo. when bundled for 24 mos. Internet speed may not be avail. in all areas. Actual speeds may vary. Spectrum Internet modem is req'd & included in price; Internet taxes, fees, & surcharges are included in price (except TX, WI, NM, OH & WV). Spectrum Business Voice incl. one business phone line w/ calling features & unlimited local & long distance w/ in the U.S., Puerto Rico, & Canada. Phone offer incl. taxes, fees, & surcharges. Other Phone services may have applicable taxes & fees. ††2 yr. Price Guarantee & Free Installation: requires Spectrum Business Internet Ultra & one Voice line. \$99.9% reliability based on weekly reliability, Dec 2017 - Mar 2018. Standard pricing applies after promo. period. Services subject to all applicable service terms & conditions, which are subject to change. Services & promo. offers not avail. in all areas. Installation & other equipment taxes & fees may apply. Restrictions apply. Call for details. © 2018 Charter Communications, Inc.

BMA-1018-CC-SG-R

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October 22, 2018
Account Number: **8245 12 307 0083702**
Security Code: **9206**
Service At: 913 N CHILSON ST
BAY CITY MI 48706-3501

Auto Pay Notice

Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary

Service from 11/01/18 through 11/30/18
details on following pages

Previous Balance	175.21
Payments Received -Thank You!	-175.21
Remaining Balance	\$0.00
Spectrum TV™	85.96
Spectrum Internet™	54.99
Spectrum Voice™	19.99
Other Charges	8.85
Taxes, Fees and Charges	5.42
Current Charges	\$175.21
YOUR AUTO PAY WILL BE PROCESSED 11/12/18	
Total Due by Auto Pay	\$175.21

NOTE. Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Enrolled in Auto Pay: Your Auto Pay payment will be deducted on your due date.

Terms and Conditions. Our standard terms and conditions for Spectrum Residential Services will be updated effective December 16, 2018. To obtain a copy, visit Spectrum.com/newterms or call 1-855-757-7328 to request a paper copy be mailed to your home.

At Spectrum, we continue to enhance our services, offer more of the best entertainment choices and deliver the best value. We are committed to offering you products and services we are sure you will enjoy.

Important Billing Update: Effective on or after 11/05/18, pricing will be adjusted for:

- Broadcast TV Surcharge from \$8.85 to \$9.95. This reflects costs incurred from local Broadcast TV stations.
- Spectrum Receiver from \$6.99 to \$7.50 (per receiver).
- Internet from \$54.99 to \$59.99.

Thank you for choosing Spectrum.

We appreciate your prompt payment and value you as a customer.

Auto Pay. Thank you for signing up for auto pay. Please note your payment may be drafted and posted to your Spectrum account the day after your transaction is scheduled to be processed by your bank.



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October 22, 2018

DUANE ANDERSON

Account Number: 8245 12 307 0083702
Service At: 913 N CHILSON ST
BAY CITY MI 48706-3501

Total Due by Auto Pay

\$175.21

CHARTER COMMUNICATIONS
PO BOX 3019
MILWAUKEE WI 53201-3019

824512307008370200175216

Account Number: DUANE ANDERSON
8245 12 307 0083702
Security Code: 9206

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Charge Details

Previous Balance	175.21
Credit Card Payment 10/13	-175.21
Remaining Balance	\$0.00

Payments received after 10/22/18 will appear on your next bill.

Service from 11/01/18 through 11/30/18

Spectrum TV™

TV Select	64.99
Basic TV & Expanded Basic TV Services	
Digital Receivers and Interactive Services	20.97
3 Receivers at \$6.99 each	
Spectrum TV™ Total	\$85.96

Spectrum Internet™

Internet Service	54.99
Price reflects \$10.00 savings when bundled with TV	
Spectrum Internet™ Total	\$54.99

Spectrum Voice™

Phone number (989) 686-2120	
Unlimited Long Distance	19.99
Pkg Includes: Phone Line, Modem, Up To 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	\$19.99

For additional call details and terms of service,
please visit spectrum.net/calldetails.

Spectrum Voice™ Total **\$19.99**

Other Charges

Wire Maintenance	4.99
3play Wire Maint Free	-4.99

Other Charges Continued

Broadcast TV Surcharge	8.85
Other Charges Total	\$8.85

Taxes, Fees and Charges

FCC Admin Fee	0.06
Franchise Fee	5.35
State PSC Fee	0.01
Taxes, Fees and Charges Total	\$5.42

Current Charges **\$175.21**

Total Due by Auto Pay **\$175.21**

Messages continued from page 1

DON'T MISS A MUST-SEE MOMENT THIS PREMIERE SEASON WITH SPECTRUM TV® SILVER. Upgrade today for your frontrow seat to premiere season. Spectrum TV Silver has all of fall's biggest shows, sports and movies with 175+ top channels, including premium programming from SHOWTIME®, HBO® and more. Go to channel 2495 or visit Spectrum.com/TVSilver to upgrade instantly.

PROTECT WHAT MATTERS WITH SPECTRUM CYBERSECURITY. We can help keep your family safe and secure online with tools and solutions designed to protect your identity and data. Visit Spectrum.net/SecurityCenter to learn more

GOOD NEWS. Expanded Store Hours beginning Monday, October 1, 2018! The Spectrum Store located at 5815 Bay Rd, Saginaw, MI 48604 will be open Monday-Saturday 9:00AM-8:00PM and Sunday 12:00PM-5:00PM. Customers may visit the store to learn about Spectrum products, including our New Spectrum Mobile service. You can visit Spectrum.com/stores for a full list of locations and hours.

Continued on the next page....

Local Spectrum Store: 5815 Bay Rd, Suite 100, Saginaw MI 48604 Store Hours: Mon thru Sat - 9:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Visit spectrum.net/locations for store locations. For questions or concerns, visit spectrum.net/support or call 1-855-757-7328.

Account Number: DUANE ANDERSON
8245 12 307 0083702
Security Code: 9206

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Messages continued from page 1**We have increased your Internet speed at no cost to you.**

Exciting news! As part of our commitment to delivering best-in-class products at the best value, we have upgraded your Internet speed at no cost to you. You now get 100 Mbps of speed. It's another way we're working hard to make your experience better.

Voice Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit spectrum.net/taxesandfees.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: 911 TECHNICAL ADMIN FEE \$0.55, SALES TAX \$1.03, STATE E911 SURCHARGE \$0.25, FEES AND CHARGES: FEDERAL UNIVERSAL SERVICE FUND \$0.71, STATE ACCESS RESTRUCTURE FUND \$0.07.

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.

**Billing Information**

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit spectrum.net/taxesandfees for more information.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Interactive Guide Services - Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use parental controls and access to order Pay-Per-View & On Demand (where available).

Complaint Procedures - You have 60 days from the billing date to register a complaint if you disagree with your charges.

Franchise Administrator - Township of Bangor Township Hall 180 State Park Bay City MI 48706 Phone: (989) 684-8931

Spectrum Voice Provider - Charter Advanced Services VIII (MI), LLC

October 22, 2018

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Security Code:

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